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Information Edge - Library Newsletter - Fall 2011 Issue

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Information Edge

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Fall 2011

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This issue of *Information Edge* is part of a joint communication, *Academic Excellence & Leadership Development*, that promotes collaboration between members and units of the Pace academic community in support of learning, teaching, scholarship, and innovation.

From the University Librarian

by William Murdock, University Librarian

Few quarters in higher education have changed as dramatically over the past few decades as the academic library. Digitization and the ubiquitous, unmediated nature of information in a networked environment have altered models for delivering scholarly information and reinforced perceptions of the library's diminishing importance as a physical space. Meanwhile, the library's ability to ensure information literacy, provide space conducive to collaboration and learning, and satisfy faculty demands for collections across a range of disciplines and formats is comprised by increased competition for institutional resources.

Since 1996, the Librarians have been discussing and planning for the creation of a common service point to better serve the information needs of Pace University's students, faculty and staff. The result of these meetings is a plan for a Learning Commons within the Mortola and Birnbaum Libraries. A Learning Commons is a joint service point and is a collaborative venture where the resources of the traditional library are integrated with a wide range of advanced technologies, along with corresponding support services. The Learning Commons supports both curricular and research needs and demands, nurturing and advancing an educational and personal development environment for all Pace University community members, enhancing both individual and collaborative achievement. With professional staffing by both the Library and Information Technology Services, we will work to satisfy both the information and technology-based needs of the University. The mission of the Learning Commons is to support and advance both the educational mission of Pace University and the research needs and personal growth of the students, faculty and staff, by facilitating access to, and professional assistance with scholarly collections and information resources.

The Council of Librarians believes that with the current level of funding, the Library is ill prepared to meet the challenges inherent in the transformation to 21st Century library. Prompt action is needed to address challenges along two parallel fronts. One front focuses on the necessity to provide continuing support for collections, staff and facilities as the evolution of the library continues; the other focuses on the development of the proposed Learning Commons. Additional funding support is needed along both fronts.

**PACE UNIVERSITY LIBRARY'S
INFORMATION EDGE**

Executive Editor: Sheying Chen, PhD, Associate Provost for Academic Affairs

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University Librarian

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LibQUAL+ Survey: We Asked. You Told Us. Moving Ahead to Meet User Expectations

by Noreen McGuire, Assistant University Librarian for Collection Development

Last April we asked the Pace community to participate in LibQUAL+, a Web-based survey that measures user perceptions and expectations of Affect of Service, Information Control, and Library as Place. Affect of Service is about interactions with library staff. Information control is about library resources and users' ability to access that information easily and independently. Library users tell us where services need improvement so we can respond to their expectations.

Respondents indicate minimum, desired, and perceived levels of service quality. The distance between minimum expectations and perceptions of service quality is called the adequacy gap. A positive adequacy gap score shows we are exceeding our users' minimum expectations and by how much. A negative adequacy gap score indicates we are not meeting minimum expectations.

Close to 500 students, faculty, and staff responded to LibQUAL+ and shared their thoughts about how we are doing.

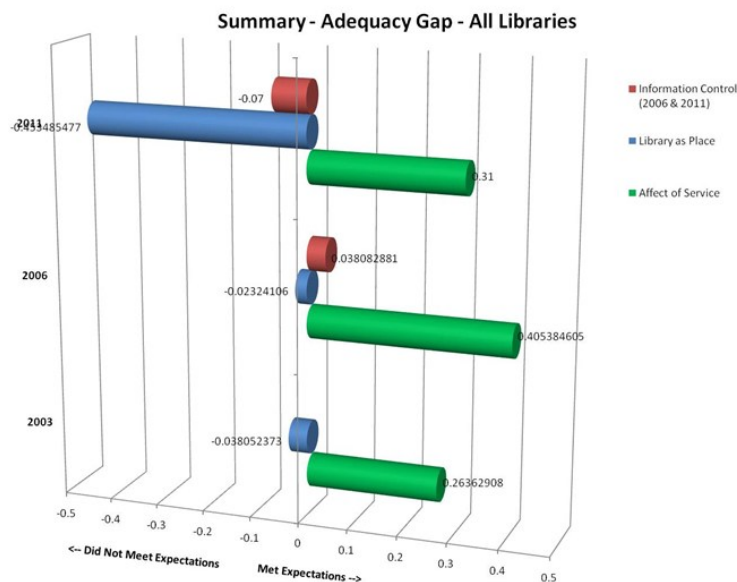
- This year, as in previous survey years, our Affect of Service scores suggest that users' expectations of staff and how they are helped and treated by staff are consistently met over time.
- We are not doing as well meeting user expectations regarding resources and access to those resources but are very close to doing so. Library user group (undergraduate, graduate, faculty) and Library location (New York City, Pleasantville) are both major factors in this score.
 - ® Information Control is a bigger concern in New York City, than in Pleasantville, where adequacy gap scores are consistently higher than in NY.
 - ® Undergraduates' minimum expectations in this dimension, overall, are being exceeded, with the strongest positive scores for "The electronic information resources I need" and "A library Web site enabling me to locate information on my own"
 - ® Graduate students expectations are not being met, with their largest concerns being about the printed materials they need (books), Print/and or electronic journal collections (e.g. Sage database which has been reinstated), and having "modern equipment that lets [them] easily access information."
 - ® Concerns with "printed materials I need..." and "print and/or electronic journal collections" are also expressed by faculty. It is worth noting that across all libraries of all levels and types (academic, public, specialized) that use the LibQUAL+ survey, these two questions are consistently low scorers suggesting that this is an issue for all libraries and is not unique to us.
- When we last did the LibQUAL+ survey in 2006, overall scores for Library as Place were just barely below user minimum expectations, mainly due to user perceptions regarding Library facilities in New York City. In 2011, these overall scores are notably well below minimum expectations, and while Birnbaum library users are still the most dissatisfied, Mortola Library user perceptions of Library as Place, overall, dropped significantly.
 - ® Where Library as Place was a consistent positive for the Mortola Library in 2006, five years later, the score for "a quiet space for individual activities" shows a dramatic decrease. Though still exceeding user expectations of the library as "a comfortable and inviting location," this score has also gone down. Most notable, however is the sharp decrease in the score related to "Community space for group learning and group study" which just barely meets minimum expectations.

LibQUAL+ Survey (continued)

- ® The gap between user expectations and user perceptions of Library as Place in New York City has grown greater and greater as years go by. Library users score the Birnbaum Library low as “a getaway for study, learning or research.” There is a slight improvement in perception of “community space for group learning and group study” likely attributable to the Collaborative Learning Room which opened in 2009. Keep in mind that the majority of this years’ student respondents were presumably not yet at Pace in 2006.

Our work with these LibQUAL+ results has already begun. We use this information to guide improvements and resource allocation, deciding where we can make changes that will better meet

our user expectations. For a few examples of how we are doing just that, see the related article in this newsletter about some of the summer changes that took place in the library.



Summary-Adequacy Gap-All Libraries

Ch-Ch-Ch-Changes: Library changes/improvements from Summer 2011

By Steven Feyl, Associate University Librarian for Outreach, Planning, and Development and Rey Racelis, Associate University Librarian, Birnbaum Library

Summertime in the library is always a time for brief reflection and before looking ahead to the new beginning of the Fall semester. Projects are often undertaken that cannot be done during the regular semesters as they would be disruptive to the normal operations of the library. Summer 2011 was a very busy time around the Pace Library highlighted with the following projects:

- **New outlets:** As a part of a Student Technology Fee proposal, new outlets were installed during the summer in both the Birnbaum and Mortola Libraries. The availability of outlets will make it much easier for student to use their laptops and other mobile devices in many more locations throughout the libraries. In addition to the 120 wall outlets in the Birnbaum Library and the 36 in Mortola, the Birnbaum Library also installed a number of electrical outlets on the floor space of some select areas within the library's second floor to allow for various electrical connectivity spots among users.

Ch-Ch-Ch-Changes (continued)

- **Color printing:** As a result of a library sponsored Spring 2011 survey, a color printer/copier option will soon be added to the libraries and labs on each campus. The color printers will be integrated into the campus network printer system and students will have the option to print and make color photocopies.
- **We worked with the University ITS (Information Technology Services)** to upgrade all its wireless broadcast stations for faster connectivity.
- **Birnbaum Conference Room upgrades:** The Birnbaum Conference Room (located in the Mortola Library) underwent a summer upgrade project. Gone is the clunky immovable furniture and in its place is moveable tables and chairs as well as a mounted/integrated projector and presentation system.
- **The Reference Desk in the Birnbaum Library in New York, the Mortola Library in Pleasantville, and the Graduate Center in White Plains** installed swivel screens to allow for patrons and librarians to easily share search screens and make the reference interaction between them more effective and engaging.
- **Smartboard and mobile whiteboards available in Mortola:** Some new collaboration equipment will now be floating around the Mortola Library. A mobile Smartboard as well as several mobile whiteboards are now available around the library to assist in facilitating better group collaboration in the library. In New York City a feature that is not much utilized in the Collaborative Learning Room (CLR) which users should be aware of, is the big retractable screen that can be used for small group presentations at the rear end of the said room. Use of such tool will require special arrangements since it will require cordoning off a section of the CLR.
- **Reinstatement of Sage database:** We are very happy to report the reinstatement of the Sage journal database to our collection. Sage represents a top-tier journal collection that was sorely missed when it had to be cut in 2010. We are happy to have it back!
- **The Library's search discovery tool** called Encore has now included a number of databases that can be simultaneously mined hand in hand with the library's book collection and the digital repository otherwise known as the Digital Commons. The databases integrated into Encore are: Academic OneFile, Lexis-Nexis Academic, Business Economics and Theory, EBSCO, JSTOR and Gale Databases
- **Quiet study area improvements in the Mortola Library:** In an effort to improve quiet study locations, some key improvements are underway to improve the quality of available quiet study areas. 2nd floor quiet study carrels have all been moved around to create more individual spaces around each. Large tables have been moved down to the 1st floor and a limit of 2 chairs has been established at any remaining round tables. We also shifted stack ranges and are in the process of having those ranges removed to create space for 8 new quiet study locations tucked into a secluded spot in the stacks (it is hoped this area will be ready by late September). Plans are also underway to repurpose space to create locations for faculty/staff/graduate students to be able to reserve a quiet work location in the library. Much like our group work room, these work locations however would be dedicated to more quiet work.
- **More improved foot traffic within the CLR, New York,** has been effected by some minor reconfiguration of furniture and space as well as computers distributed within the room.
- **Exterior improvements to the Mortola Library:** Buildings and Grounds has also began some exterior work on the library in August. They have removed the façade paneling, soffits, and entrance walkway panels and will be replacing them through September.

We look forward to seeing you in the library and please do not hesitate to email your library suggestions to Steve Feyl (PLV) at sfeyl@pace.edu or Rey Racelis (NYC) at rracelis@pace.edu

The Henry Birnbaum Library: Challenges and Opportunities

by Rey Racelis Associate University Librarian, Birnbaum Library

We begin the academic year with a number of new appointments at The Henry Birnbaum Library. Sometime in March, a new head of Reference Services, Sue P. Hunter, had been recruited to fill in the recently vacated position. In July I assumed the directorship of The Henry Birnbaum Library upon retirement of longtime director Mel Isaacson. Unlike the rest of the newly recruited staff, I took my new position after a stint of about 22 years here at the Birnbaum Library serving in various capacities starting as a reference librarian and most recently as Associate University Librarian for Systems Integration. Midway

through the month, a new head for Access Services/Circulation, Ann Wilberton, started after the former occupant retired. In August, Brendan Plann-Curley, has been appointed as the evening and weekend reference librarian, again to fill another vacant position. At the beginning of September, a new staff, Jennifer L. Rosenstein, started as the first ever First Year Outreach Services librarian. A more detailed information about each may be found in "Hello My Name is..." section of this newsletter.

This attrition-accretion of staff is a reality that points to an inherent dynamism in a healthy organization. True, many organizations suffer some crisis of one form or another--fiscal, organizational, or operational --but those that survive oftentimes manage to stay the course by prudently harnessing one's resources and increasing one's investment in what one has identified as sources of its strength. By so doing, one does not only "stay the course" but rather rebounds with more confident strides and better expectations of improved performance. Good staff, to my mind is, all other factors being equal, the key to a successful operation. It is one of the most important resources in an organization.

It is therefore with this frame of mind that I take the tasks of directing the affairs of the Pace library in NY knowing that with the experience of the veteran staff and the new ideas that the new recruits bring in, we surely cannot go other ways than be re-invigorated in our mission, replenishing our reserve of in-house talents and skills, and venturing into new endeavors and initiatives intended to promote and sustain research and learning. In pursuing these broad goals, the activities and direction we take are almost always taken in parallel to a number of factors:

- the university and library's strategic agenda
- the evolving needs of users
- the developments of new tools, resources, and technologies
- available sources of institutional support and funding
- newly developing opportunities

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and/or

[http://www.facebook.com/](http://www.facebook.com/Birnbaum.Library)

[Birnbaum.Library](http://www.facebook.com/Birnbaum.Library)

Also check out our "Lounging Around the Library" blog at:
<http://library.blogs.pace.edu/>

The Henry Birnbaum Library (continued)

With the above cited, a number of things come to mind:

1) **Digital Technologies** will have to play a part in collection development. This has been long coming (as early as 2005) when we first started the Digital Commons. However, the library's function is not merely to go digital because it is a "hot" thing to do. Rather, it is based on:

- a. the circulation activities of users,
- b. the ALA (American Library Association) guidelines on collection developments,
- c. the Millennium Innopac's (the library's ILS - Integrated Library System) own collection development indicators (easily accessible to us via reports generated through mediated process),
- d. the perceived demands and requests of our users.

We have to provide, therefore, a rational framework to the digitization initiatives. What part of the collection can be converted into, acquired or maintained in digital format without compromising and/or degrading the quality of the collection. As an example, many of the books in technology change so fast that perhaps digital copies will probably be more preferable to printed copies. Fine arts books, on the other hand, that lend themselves well in big formats, viewed nicely on glossy pages, perhaps and whose relevance does not change from one year to another (unlike many programming books) will probably argue for printed format, well in its favor. This is likewise true in many books in the humanities and corollary fields (diplomacy, foreign relations, public administration among others). Consortial initiatives intended to share among participants even the use of digital objects such as books, images, digital collections, will have to be pursued. NOTE: ConnectNY (A consortium of New York state libraries using the same integrated library system (ILS) notably Innovative Interfaces, Inc. 's Innopac System) is now considering even shareable ebooks subject to licensing arrangements and other legal factors pertaining thereof.

2) **Spatial rationalization** requires that library space be reconfigured to maximize its use. This rationalization prescribes a space reconfiguration that addresses the needs of both the advanced degree students who normally require quiet and individual study spaces and the younger cohorts of new learners who thrive in group and team work activities. Spaces for collaborative enterprise, **free** from the traditional norms of library practices (no food, keep quiet, no sleeping) will have to be factored into any new discussions and planning for services intended for our library users. This has to be coupled with the drive to educate library patrons on being responsible adult users who dispose off their respective trash and scraps. I think that our School of Law in White Plains has already adopted this approach.

3) **Staff re-assignments** may be implemented to maximize service to users in areas where there is a greater need for comprehensive staffing. This will not only provide an opportunity for staff to learn new skills, expand one's area of usefulness to the library, or become familiar with the operation and/or function of other departments or units within the library. Cross functional task performance will be made available to those who wish to get involved in other library tasks not necessarily belonging to one's current function, get trained, or learn new skills---provided it is voluntarily accepted and does not compromise the nature of the tasks one has been originally hired for and there is a perceived need for additional manpower in the target areas.

The Henry Birnbaum Library (continued)

3) **Library support and active participation in the scholarly, instructional/educational and cultural activities of the university** not only by acquiring research materials needed by faculty and scholars but by actively participating in the scholarly, pedagogic, and cultural activities of the university will become important library engagements. We will either partner with or use such avenues as the Faculty Institute, the university CMS/LMS such as Blackboard, or ePortfolios like the Mahara platform, the University Press, The Digital Commons/Repository and other tools of university publishing, and will try to provide appropriate venues for the gathering of researchers, scholars, and faculty for small scale colloquia and fora to advance the academic agenda of the university. Where feasible, support for the scholarly activities of specialized institutes such as the Confucius Institute and the Wilson Institute will be actively promoted and provided. *The library's critical function areas of information organization, instruction, research support, collection development, technology and systems support will remain the main critical service points of The Birnbaum library and the areas in which it will try always to excel.*

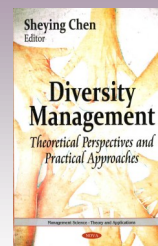
4) **Integration of statistical measuring tools in the assessment process of library services** and treating it not as occasional tools of measurement but as constant, routine instruments that can serve as our management dashboard to refer to for decisions affecting acquisitions, collection development, staffing and scheduling, and general provision of services to users will be explored. We will therefore solicit specialists or dedicated staff and resources to provide for this service. The university has various resources (and specialists for that matter) that we can tap to secure such services at minimum or perhaps no costs to the library. It would be also worthwhile components of our operation in Pace downtown library to be involved in the **community life of lower Manhattan** and to pursue **green initiatives**. When they are feasible and practical courses of action, then we will try to pursue them. The main challenge confronted by Pace University downtown library is, of course, its physical givens. It was constructed in the early 1960s. It therefore requires careful and calibrated planning to bring in improvements in a creative, most resourceful, and timed fashion so that services and facilities are improved with the least disruption of services to the daily users of the library. There are challenges, big and small, but with concerted efforts of its community of users, it is exciting to anticipate what we can really do to keep The Henry Birnbaum Library a learning hub for the new millennium, relevant in its purpose, responsive to change, constant in its mission and confident of its role in the life of the university. Wish us well. This is for all of us.



MORTOLA LIBRARY BOOK TALK

October 12, 12:30-2:00 PM

On Wednesday, October 12, 12:30-2:00 p.m. Dr. Sheying Chen, Associate Provost for Academic Affairs of Pace University, will give a talk on his new book, *Diversity Management: Theoretical Perspectives and Practical Approaches*, at the Mortola Library, Pace University, Pleasantville.



Editorial review of Diversity Management: Theoretical Perspectives and Practical Approaches:

As nations become increasingly diverse and globalizes, diversity-related issues are posing greater and greater challenges to business managers, non-profit and government officials, and academic administrators worldwide. They require fundamental changes in the way people think and act, or they may end up being divided rather than united. As a consequence, suffering arises from misunderstandings, distrust and serious conflicts not necessarily serving their own interests. This book examines some of the most important issues related to diversity along with various disciplinary perspectives that may help to deal with those issues.

The event is free and is sponsored by the Mortola Library of Pace University. Light lunch will be served. For more information, contact Harriet Huang at hhuang@pace.edu

Pace University Library News and Notes

***Hello, my name is...
Noreen McGuire***

On July 1st I became the Assistant University Librarian for Collection Development. I have been with the Pace Library for over 23 years, and have seen a lot of change, not the least of which is how information is published and how

Library users access articles and books, as well as many other types of materials. My new role includes responsibility for assessing our current collections and identifying areas in need of the most improvement. I will be working with Library staff who are currently in charge of day to day collection development and materials selection to reframe policies to outline a plan for future growth of collections in a variety of formats (paper, electronic, multimedia, etc.) and to delineate priorities for collection growth and guidelines for those responsible for selecting materials.

I will also assist the administrator of the Digital Commons, our institutional repository of scholarly works by students, faculty and staff (<http://digitalcommons.pace.edu/>). I am responsible for keeping existing Digital Commons collections up-to-date and for creating new digital collections. I will be promoting the Digital Commons through presentations and additional outreach, and in the near future will be introducing a new feature called Selected Works through which faculty will be able to distribute articles and more to colleagues and to attract new readers who can find their works through Google and other search tools through the search engine optimized Selected Works site.

***Hello, my name is...
Brendan Curley***

Brendan Curley is thrilled to be the newest Reference Librarian at Birnbaum Library. He received a BA from The

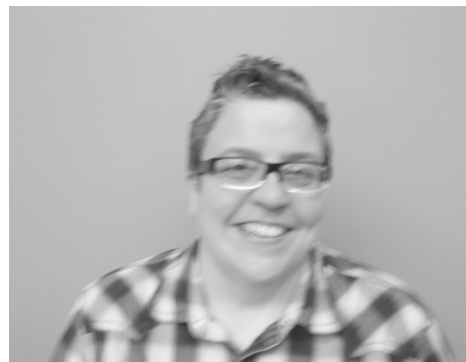
New School in Liberal Arts and a Master's in Library and Information Science from Pratt Institute. He has held adjunct positions at a variety of CUNY schools and most recently spent a semester at sea as the Ship's Librarian aboard SUNY Maritime College's TS Empire State VI. Brendan is a passionate collector and player of folk instruments.



***Hello, my name is...
Ann Wilberton***

For the past 16 years, I have worked at a variety of public and academic libraries, most recently at

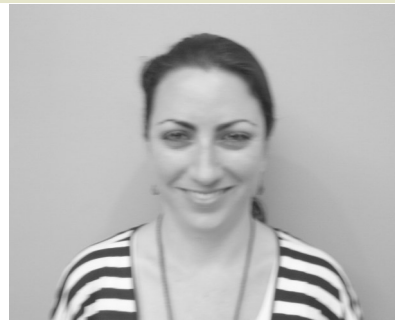
Middletown Public Library where I served as the Manager of Borrowers Services and got to serve the cake when the library surpassed 1 million circulation (annual) for the first time! I am most interested in extreme customer service and the methods and tools used to deliver it. I am writing a YA novel and consider myself an artist when questioned.



Pace University Library News and Notes (continued)

***Hello, my name is...
Jennifer Rosenstein***

As of September 1, 2011 Jennifer Rosenstein is the First Year Outreach Services Librarian at the Birnbaum



Library. Jennifer comes to Pace from a career as a school librarian and English teacher, mostly in the New York City public schools. She worked at several schools in Brooklyn and most recently was the librarian for the Adams Street Campus in downtown Brooklyn, serving three schools with grades 6-12. Jennifer also taught high school English at the American School of Guatemala in Guatemala City. She is very excited to be working in the university and getting to know students and staff.

Database Update Fall 2011

by Christina Blenkle, Supervising Librarian for Electronic Services

Access to the **Sage collection** has been restored. This is a collection of renowned journals in a variety of subjects including psychology, criminal justice, nursing, engineering & neuroscience.

MD Consult is a new database that provides instant access to full-text articles from over 80 medical journals and Clinics, 50 leading medical references, clinically relevant drug information, and over 13,000 patient handouts. This allows a physician to diagnose with clinical support, cross-reference leading medical texts, understand the latest practice guidelines, discover new treatment options, and educate patients more easily.

Tablebase is a database that specializes exclusively in tabular data on companies, industries, products and demographics. International in scope and covering more than 90 industries, *TableBase* gives users access to thousands of tables including: company and brand rankings, imports and exports, industry and product forecasts, market share, number of users/outlets, production and consumption statistics, trends and demographics, & usage and capacity.

Display Update Fall 2011

by Christina Blenkle, Supervising Librarian for Electronic Services

September 2011: Little Bee (The Other Hand) by Chris Cleave. This display ties into the themes in the common reading for this fall.

The Constitution of the United States - A highlighted look at the foundation document of our government today.

October 2011: 150 years ago the United States Civil War was already underway. This display will highlight this important piece in the history of the United States of America.

Pace University Library News and Notes (continued)

Birnbaum Library Reference Desk: New Look, Same Great Service

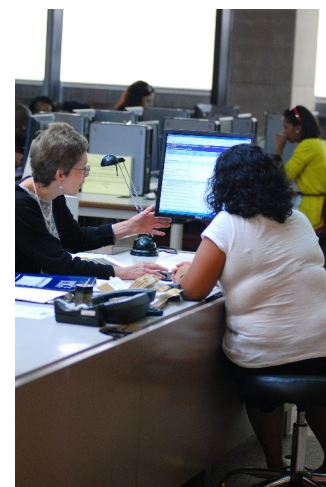
by Sue Hunter, Head of Information Services and Resources, Birnbaum Library

The Reference Desk at the Birnbaum Library underwent modernization during this past summer. There is now improved technology and functionality to better serve the needs of the Pace community at the Reference Desk. When students come to the Reference Desk there is a comfortable stool to sit on while talking to a librarian about research- or library-related questions. The new, flat computer monitor is mounted on a flexible stand so it can be easily viewed from multiple angles. A wireless keyboard and mouse (only usable with the dedicated workstations) is accessible by both parties to better share in the research process. Although the Reference Desk has a new look the same friendly, helpful, and knowledgeable librarians are there to answer questions or to make a referral to the appropriate resource.

Come to the Reference Desk for help with,

- Finding books
- Finding articles
- Research for an assignment or paper
- Finding materials for a specific class

Working from home or off-campus? Give us a call, 212-346-1331, or connect to LiveHelp from the library's home page, <http://library.pace.edu>.



Pace Digital Campus

by Medaline Philbert, Assistant University Librarian for Distributive Learning

Pace Digital Campus offers streaming services to faculty. Faculty who incorporate film into their courses have the option of having students view the films online, thus freeing up class time for discussion. Faculty can also view the film in class if they so choose and can pause and play as often as necessary to discuss scenes. Further, the interactive platform allows faculty to create lesson objectives and timeline objectives.

To request streaming services, access Faculty Resources via Library Services in the aqua blue bar, then select Pace Digital Campus (streaming films) to submit the request form. Faculty can have access to titles requested by other faculty during the semester, without additional cost to the library. It's important to indicate if you're using the title for the academic year to ensure your request is processed for the year rather than for the semester. Although SWANK Digital Campus has over 17,000 films, they don't have every title; the library will research alternatives to meet your needs. The website is work in progress. Medaline Philbert is available to provide a demonstration of Digital Campus interactive platform to your department. Medaline can be reached at 914-773-3945, mphilbert@pace.edu

Center for Teaching Learning and Technology News and Notes

by Danielle Plass, Manager - Online Support Services, CTLT

What's New from CTLT?

CTLT recently launch the new *Adjunct Corner*, a convenient website containing resources and links to help new adjunct professors get started here at Pace University: <https://www.pace.edu/ctlit/adjunct-corner>

Stay informed....if you aren't reading our blog, you could be missing out!

Stay up to date on CTLT news including upcoming events, webinars, Blackboard upgrades, hints and tips as well as information about online learning in general by reading our blog: <http://ctlit.blogs.pace.edu>. Also, make sure to "like" us on our new Facebook page: <https://www.facebook.com/pages/Pace-University-Center-for-Teaching-Learning-and-Technology-CTLT/123397597749011>.

Upcoming CTLT Events

Blackboard Webinars in September

CTLT is presenting online tutorial webinars such as an Introduction to Blackboard, as well as specific tools including Groups, Assignments, Discussion Boards, Tests, and the Grade Center. Held online during common hour; no registration is necessary. <http://www.pace.edu/ctlit/blackboard-webinars>

Virtual Lunch & Learn on TurnItIn®

On Wednesday, September 28, 12:15 PM - 1:20 PM, join an online session using Microsoft Lync® to learn more about TurnItIn®, an anti-plagiarism tool that helps educators and students make informed evaluations of student work rapidly. No registration is necessary. <http://www.pace.edu/ctlit/events/lunch-learn>

Faculty Exchange Lunch

Have lunch with the University's NEW Vice President for Information Technology and Chief Information Officer Tom Hull, formerly of Siena College.

NEW YORK CITY

Wednesday, November 3, 12:00pm - 2:00pm
Multipurpose Room, B-Level
One Pace Plaza

WESTCHESTER

Thursday, November 10, 12:00pm - 2:00pm
Butcher Suite, Kessel Student Center
Pleasantville

Follow this link to register: <http://www.pace.edu/ctlit/events/faculty-exchange-lunch>

Center for Teaching Learning and Technology News and Notes (continued)***Faculty Research Forum***

The Pforzheimer Center for Faculty Development is excited to announce a new initiative for this coming Academic Year, the ***Faculty Research Forum***. Full-time faculty will gather five times during the Academic Year to collaborate, support, exchange research ideas and offer suggestions for individuals writing an article for a peer reviewed journal or book chapter.

The dates for the Forum are as follows:

Midtown Campus

October 7th 11:30-2:00

November 11th 9:00-11:00

February 3rd 9:00 - 11:00

March 2nd 9:00 - 11:00

April 27th 12:30 - 3:00

Registration is now closed

Office of Planning, Assessment, and Institutional Research News and Notes

by Barbara Pennipede, Assistant Vice President for Planning, Assessment and Institutional Research

The Beginning College Survey of Student Engagement (BCSSE)

The Office of Planning, Assessment and Institutional Research and the Office of Student Success are collaborating on the administration of the Beginning College Survey of Student Engagement or BCSSE. BCSSE is the first-year student companion survey to the National Survey of Student Engagement (NSSE). Since BCSSE's first introduction in 2007 nearly 300,000 entering first year students at 318 institutions across the United States and Canada have participated in BCSSE. BCSSE collects data about entering college students' high school academic and co-curricular experiences, as well as their expectations for participating in educationally purposeful activities during the first college year.

BCSSE results can assist Pace in the design of orientation programs, academic advising, student service initiatives and other programmatic efforts aimed at improving the learning experiences of first-year students. Advisors of first-year Pace students who complete BCSSE will have the advantage of receiving a Student Advising Report that will provide some basic helpful information to guide the advisement process. Advisors will learn if the student is a first generation student, how they spent their time while in high school, how much reading and writing they have done, how difficult they expect specific classes to be and how well prepared they believe they are for college work.

BCSSE results become even more powerful when they are linked to National Survey of Student Engagement (NSSE) results. When a sufficient number of Pace BCSSE respondents also respond to the NSSE, Pace receives a combined report that provides an in-depth cross-sectional and longitudinal analysis of our first-year students' experiences.

Office of Planning, Assessment, and Institutional Research News and Notes (continued)

All faculty can assist our efforts to learn more about our first-year and senior students' experiences by encouraging first-year students and seniors in their Spring 2012 classes to respond to the National Survey of Student Engagement (NSSE)!

Look for an upcoming fall semester issue of *Assessment News* to learn about 2011 NSSE results.

National Assessment Report Includes Pace Responses

In the Spring of 2010, selected random departments at Pace University were invited to participate in a survey sponsored by the National Institute for Learning Outcomes Assessment to learn more about what actually happens in departmental and program assessment.

The Biology Department in the Dyson College of Arts and Sciences, the Lubin School of Business and the Seidenberg School of Computer Science and Information Systems participated in the survey. The resulting report was issued in June 2011 entitled, "Down and In: Assessment Practices at the Program Level." The following is the abstract from that report:

Assessing the quality of undergraduate student learning continues to be a priority in U.S. postsecondary education. Although variations in outcome assessment practices have long been suspected, they have not been systematically documented. To follow up the 2009 National Institute for Learning Outcomes Assessment (NILOA) report on institutional assessment activity described by chief academic officers, NILOA surveyed program heads in the two and four-year sectors to gain a more complete picture of assessment activity at the program or department level. This report confirms the views of chief academic officers that there is considerable assessment activity at the program level. However, perceptions of program heads differ from chief academic officers in terms of the challenges that must be addressed to advance assessment on campus. The report also examines how specialized accreditation status influences the level of faculty involvement in assessment, and the differences by discipline in assessment practices and use of results. Information about the range and frequency of use of assessment practices documented in this report provides those responsible for assessment planning and implementation with information about how to take advantage of processes like program review to promote promising assessment practices. In addition, the report informs individuals responsible for implementing assessment at the program level as to what assessment practices are being used in their disciplines at other institutions.

You may read the full report by accessing this link: <http://learningoutcomeassessment.org/NILOAsurveyresults11.htm>

For more information on items covered in this issue, please contact Steve Feyl, Associate University Librarian for Planning, Outreach, and Development at sfeyl@pace.edu